

Staff Code of Conduct

PURPOSE AND BACKGROUND

- (1) To state our standards and expectations for the professional conduct, and personal and professional competence of staff
- (2) This Code helps us to have a safe and positive workplace where people are happy and proud to work
- (3) We are required to have a code of conduct for staff members under the *National Regulations* (reg 168(2) (i)(i)). This Code complements our Child Safe Code of Conduct and the ECEC Code of Ethics and must be read in conjunction with these documents
- (4) This Code helps us to comply with various anti-discrimination, work health and safety, and employment laws, and aligns with the National Quality Standard Area 4.2 (Professionalism)

SCOPE

- (5) This policy applies to:
 - 'Staff': the approved provider, persons with management or control, nominated supervisor, paid workers, students on practicum placements, regular volunteers and third parties (e.g., contractors, subcontractors, self-employed persons, employees of a labour hire company) who perform work on our behalf
- (6) This policy applies to all behaviour and conduct that is reasonably related to, or connected with, work - including our day-to-day operations, service hosted social events, work functions, excursions, training, and use of technology. It is not limited to behaviour within the physical workplace or during normal business hours
- (7) This policy does apply to students and volunteers, but not to 'occasional parent helpers', i.e., family members or carers who volunteer for a one-off activity or short-term event (e.g., helping on an excursion or a sausage sizzle)
- (8) See our Child Safe Code of Conduct for our expectations for conduct and interactions with children in our care

DEFINITIONS

- (9) The following definitions apply to this policy and related procedures:
- 'Harm' and 'risk of harm' are used in this document as overarching terms that cover neglect and various forms of abuse towards children
 - 'Inappropriate conduct' is defined in the *National Law* as conduct in relation to a child that a reasonable person would consider inappropriate in an education and care service. Includes behaviour that is inconsistent with professional standards; causes or is likely to cause emotional, psychological or physical harm; or has violent or sexual connotations (see also Child Safe Code of Conduct)
 - 'Parents' includes guardians and persons who have parental responsibilities for the child under a decision or order of court
 - 'Staff' refers to the approved provider, persons with management or control, nominated supervisor, paid employees, students on practicum placements, volunteers and third parties who are covered in the scope of this policy – unless otherwise indicated. Note: 'staff', 'employees' and 'workers' etc may have their own, different definitions in legislation covered in this policy
 - 'Unacceptable behaviour' includes bullying, harassment, sexual harassment, sex-based harassment, unlawful discrimination, cyber harassment/bullying, vilification, victimisation, violence, aggression

STAFF CODE OF CONDUCT

- (10) The Staff Code of Conduct is at **Appendix A**. A quick guide to the Code is at **Appendix B**
- (11) It provides examples of the behaviour we want our staff to engage in, and the behaviour that is unacceptable - as it relates to their professionalism and work health and safety duties
- (12) Engaging in unacceptable behaviour is a breach of our Code and may result in performance management or disciplinary action

CODE COMMUNICATION, TRAINING AND MONITORING

- (1) This code of conduct and related documents can be found on our website and in our front reception
- (2) The approved provider and nominated supervisor provide information, training and other resources and support regarding the Staff Code of Conduct and related documents
- (3) All staff (including volunteers and students) are formally inducted. They are given access to review, understand and formally acknowledge this Staff Code of Conduct and related documents
- (4) The approved provider runs a professional development program for each staff member, which covers this policy
- (5) The approved provider and nominated supervisor monitor and audit staff practices and address non-compliance. Breaches of this Code are taken seriously and may result in disciplinary action against a staff member
- (6) Families are notified in line with our obligations under the *National Regulations* when changes are made to our policies and procedures

(7) **RELATED DOCUMENTS**

Key Policies Child Safe Environment Policy | Access and Inclusion Policy | Child Safe Code of Conduct | Child Protection Policy | Complaint Handling Policy | Governance and Management Policy | Medical Conditions Policy | Family and Community Partnerships Policy | Positive Relationships for Children Policy | Staff Communication Policy | Technology and Device Use Policy | Tobacco, Vape, Drug and Alcohol Policy | Work Health and Safety Policy | Recruitment, Induction and Training Policy | Privacy and Confidentiality Policy | Technology and Device Use Policy | Photography and Video Policy | Social Media Policy | Staffing Arrangements Policy

CODE OF CONDUCT INFORMATION

Approval Dina Kahn

Review Reviewed annually and when there are changes that may affect this policy or related procedures. The review will include checks to ensure the document reflects current legislation, continues to be effective, or whether any changes and additional training are required

Last reviewed: 25th March 2026 Date for next review: 25th March 2027

Staff Code of Conduct

[THE FOLLOWING CODE OF CONDUCT SHOULD BE NEGOTIATED AND AGREED UPON BY YOUR SERVICE. IT SHOULD REFLECT YOUR INDIVIDUAL CIRCUMSTANCES. PLEASE REVIEW AND EDIT ACCORDINGLY]

IMPORTANT NOTE: This Staff Code of Conduct must be read in conjunction with our Child Safe Code of Conduct and the ECEC Code of Ethics, which includes **additional** standards and expectations for staff interactions as they relate to child safety and protection and the ethical responsibilities of childhood professionals

Our guiding principles

As <service name> staff we:

- Make the rights, best interests, safety, welfare and wellbeing of each child at our service the top priority and paramount in every decision and action we take
- We uphold our statement of philosophy and service values, and are committed to having an equal opportunity workplace that respects the rights and dignity of others, promotes a positive and inclusive culture, and values diversity
- Prioritise and promote the safety, health and wellbeing of staff, children, families, and our wider community
- Meet our obligations under National Quality Framework, and are committed to best practice in the care and education of children
- Act professionally and take responsibility for our actions and decisions
- Demonstrate honesty and integrity in all aspects of our work
- Are committed to ongoing learning, reflection and continuous improvement in our practice
- Are committed to maintaining a child safe culture by supporting and complying with our Child Safe Code of Conduct and related documents
- Work collaboratively as team and support each other
- Respect and protect the privacy and confidentiality of children, families and other staff
- Engage in open, accessible, respectful and effective two-way communication
- Have zero tolerance for bullying, harassment, sexual and sex-based harassment, unlawful discrimination, racism, victimisation, vilification, violence or aggression

Demonstrating professionalism

I WILL:

- Be aware of my rights and responsibilities under the various laws under which I am employed, including the National Quality Framework, duty of care and negligence, work health and safety, fair work, child protection and safety (including mandatory reporting and working with children clearances), equal opportunity, anti-discrimination, mandatory training and qualifications, and privacy
- Be responsible for knowing and following all the policies and procedures that apply to my role

- Comply with all reasonable and lawful directions of our service and those given by staff leaders, while retaining the right to question any direction I consider may be unethical
- Perform my duties to the best of my ability in a professional, competent and conscientious manner
- Strive to continually improve my knowledge and skills, and participate in training and professional development opportunities that are offered to me
- Be accountable for my performance
- Act honestly, in good faith, reasonably, fairly, lawfully, ethically, consistently and transparently
- Cooperate fully and honestly, in any internal reviews or investigations into complaints or concerns, where required
- Ensure, as far as is reasonably practicable, that my conduct and relationships with others at the service cannot be perceived as inappropriate or unprofessional
- Represent our service positively and respectfully, during and outside of operational hours
- Be professional, courteous and responsive in my verbal and written communication
- Seek support from my manager if I feel stressed, overwhelmed or unsafe at work

I WILL NOT:

- Make public statements (e.g., including on social media) that could damage our reputation, breach confidentiality or undermine trust in the service, unless I am acting in good faith to report concerns under relevant laws or policies (e.g., whistleblower protections, complaints procedures)
- Engage in or condone in any conduct that is detrimental to our service, or which is improper, unethical or an abuse of power

Duty of care, and work health and safety obligations

I WILL:

- Take all reasonable steps to protect children from harms and hazards likely to cause injury
- Ensure children are always provided with adequate supervision (if this is my role and responsibility)
- Provide anyone who becomes sick or injured at our service with medical assistance (if competent to do so) and/or seek assistance from a medically trained person, if necessary
- Take care of my own health and safety at work, in line with our [Work Health and Safety Policy](#)
- Ensure that my activities do not risk the health and safety of children, staff or other people at our service (e.g., families, and visitors), noting that psychosocial hazards such as bullying, harassment and discrimination are considered health and safety risks
- Contribute to health and safety identification, assessments, control measures, monitoring and reviews

Safe and respectful relationships

I WILL:

- Be aware of my role and responsibilities as they relate to child safety, including to identify and respond to every child at risk of abuse or neglect
- Treat others with respect, empathy and courtesy
- Speak with children in a warm, relaxed, kind, positive, and developmentally appropriate way
- Give children positive guidance and encouragement towards acceptable behaviour (if this is my role)
- Be approachable and responsive in my dealings with other staff, children, families and our wider community
- Be supportive and collegiate towards other staff members, focus on people's strengths rather than their weaknesses, and celebrate other staff members' achievements
- Share information, skills and knowledge with others, including updating other staff members on workplace happenings and developments
- Be a good team member and share the workload fairly
- Be an active participant in meetings, and contribute (where appropriate) to service decisions, reviews, plans, policies and procedures
- Try to resolve workplace conflicts maturely and directly, and seek support from staff leadership, if necessary
- Respond to and report any incidents of unacceptable behaviour I witness or experience, and support colleagues to do the same
- Disclose any relevant work-related personal relationships (e.g. if children I am related to are enrolled at the service, or with other staff members who are relatives or intimate partners) to **<the nominated supervisor/relevant HR officer>**
- Behave in a professional way in any close or personal relationships I have at work

I WILL NOT:

- Subject a child or children to inappropriate conduct or use inappropriate or unreasonable discipline or practices
- Engage in workplace gossip or spread rumours, or involve people in matters that do not concern them
- Insult or be rude to others
- Use offensive language, including swearing
- Make discriminatory comments (e.g., racial, cultural, disability, homophobic, trans, sexist slurs)
- Engage in any unacceptable behaviour, including bullying, harassment, sexual harassment, unlawful discrimination, verbal or physical aggression, violence, vilification or victimisation
- Make derogatory comments about other people
- Engage in any sexual or intimate acts with anyone while at the service or during work-related activities outside the premises (e.g., excursions, staff development activities)

Cultural safety and inclusive environment

I WILL:

- Welcome and celebrate diversity amongst children, families, staff and the wider community

- Make sure that when I am making decisions that affect other people, I consult with them and take into account their perspectives, contributions and needs
- Acknowledge the histories, cultures, language, traditions, religions, spiritual beliefs, child rearing practices and lifestyle choices of Aboriginal and Torres Strait Islander children, families, staff members and our community
- Take part in discussions and share knowledge about cultural safety with my colleagues
- Respect the diverse views, beliefs and values of children, families and colleagues, and ensure that my own personal beliefs do not influence my interactions or decision-making in ways that are inappropriate, discriminatory or disrespectful
- Make reasonable adjustments (if this is my role and responsibility) for people who have certain attributes or additional needs, such as disability, religious or cultural requirements, for pregnancy, breastfeeding mothers, carer's responsibilities etc

I WILL NOT:

- Treat anyone unfairly or unfavourably because they have a particular characteristic or belong to a certain group that is protected by the law (e.g., race, sex, sexuality, disability, religion, age, carer's responsibilities etc)

Conflicts of interest

I WILL:

- Take all reasonable steps to avoid conflicts of interest – actual, perceived or potential (e.g., those arising from baby-sitting, personal investments, outside employment or roles, business opportunities arising from work at our service, co-worker relationships, gifts or benefits, use of our technology or equipment, working for other services, personal relationships with enrolled children such as aunts or step-parents, personal relationships with parents such as family or intimate relationships)
- Disclose the details of any actual, perceived or potential conflicts of interest to **<the nominated supervisor/HR>** as soon as possible if I cannot avoid the conflict

Photography, social media, technology and electronic devices

I WILL:

- Use personal and service- supplied devices, cameras and technology according to our [Child Safe Code of Conduct](#), [Technology and Device Use Policy](#), [Photography and Video Policy](#), [<CCTV> <AI>](#) and [Social Media Policy](#)
- Take good care of all service devices and technology, and use them for work purposes only
- Protect the service systems and information from unauthorised access or misuse and report any cybersecurity risks immediately
- Only provide appropriate and relevant content, professionally presented, in my online workplace communications (e.g., social media, emails, education apps, text messages)

I WILL NOT:

- Use an electronic device to bully or harass anyone connected to our service

- Access, retrieve, display, view, forward and/or store offensive obscene, pornographic, threatening, abusive or other inappropriate material in the workplace

Record keeping and privacy

I WILL:

- Complete all required documentation, records, and reports accurately, honestly and in a timely manner
- Make records that are clear, factual, respectful and relevant to their purpose
- Store and dispose of records according to our policies (including our [Record Keeping Policy](#))
- Uphold privacy law for the collection, use and disclosure of personal information by following our policies (including our [Privacy and Confidentiality Policy](#))
- Immediately notify staff leaders if I suspect or know of any unauthorised use, theft, copying or disclosure of, or a data breach involving confidential information
- Only use the approved systems and devices for recording information

I WILL NOT:

- Falsify records or provide misleading information
- Alter, falsify or destroy records unless it is lawful, authorised and in line with relevant procedures

Use of service property and resources

I WILL:

- Use service property, equipment and resources responsibly and for work-related purposes only
- Take good care of service property and report any loss, damage or misuse promptly
- Use service funds or purchasing privileges only with the proper authorisation and documentation

I WILL NOT:

- Convert, borrow, or take any property of the service for personal use unless properly authorised
- Use service resources (e.g., printers, devices, internet, vehicle, tools) for personal gain
- Breach the copyright or intellectual property rights of our service or others

Punctuality and working hours

I WILL:

- Be on-time, reliable and prepared for work
- Follow my assigned working hours (as determined by my employment contract or by a reasonable decision by the nominated supervisor, approved provider **<and other position>** **[insert if anyone else has authority]**)
- Notify **<my team leader/the nominated supervisor>** as soon as possible if I will not be at work due to an illness or other situation

I WILL NOT:

- Not leave the premises during my rostered work hours (excluding breaks) or change my rostered duties without authorisation from staff leaders

Dress code and hygiene

I WILL:

- Ensure my appearance is professional, neat, clean and tidy
- Maintain appropriate personal hygiene and grooming standards (see also [Health, Hygiene and Cleaning Policy](#))
- **Wear <our service uniform> [OR] <clothing that is practical, safe and appropriate for caring for children and performing physical tasks>**
- **<Wear my name badge at all times>**
- Keep jewellery minimal to avoid injury or hazards
- Tie back long hair for hygiene and safety
- Keep fingernails cleaned and trimmed to maintain good hygiene and prevent accidental scratches to children
- Wear sun safe clothing and a hat when outside
- Wear safe, secure footwear

I WILL NOT:

- Wear clothing with graphics or words that are offensive or contentious, or which are excessively worn, torn, inappropriately revealing or unsuitable for active work with children
- Wear clothing that does not meet a professional standard (e.g., tracksuits, thongs, midriff tops)
- Wear strong perfumes or scented products that might cause allergic reactions in others

Alcohol, vapes, drugs and tobacco

I WILL:

- Follow our [Tobacco, Vape, Drug and Alcohol Policy](#) and keep our service free from these substances
- Notify my team leader if my performance may be adversely affected because of a prescribed drug
- Where I am permitted to consume alcohol at a service-related gathering, drink in moderation, safely and in a way that is respectful, dignified, and not harmful to myself, others or the service's reputation
- If I have, or might have, an alcohol or drug problem that may affect my work, I will talk to **<my team leader/HR staff member/nominated supervisor>** and take up offers of support

I WILL NOT:

- Store or be in possession, consume or be affected by alcohol or illicit drugs (including misused prescription drugs) at work
- Smoke or vape at our service at any time or have detectable tobacco or vaping residue on my clothes, hair or hands

- Supply alcohol, drugs, or tobacco (including vapes) to, or encourage their use by, anyone under 18
- Engage in any criminal conduct such as supply or trafficking illicit drugs or restricted substances

Gifts, benefits and hospitality

I WILL:

- Declare to the nominated supervisor any gifts, benefits or hospitality that exceed <\$50> in value

I WILL NOT:

- Accept any gifts, benefits or hospitality that exceeds <\$500> in value
- Accept any offer of cash or cash vouchers (e.g., Visa gift cards), regardless of the amount
- Accept any gifts, benefits or hospitality that may influence business decisions, create a sense of obligation or a conflict of interest (potential, perceived or actual)
- Seek or accept a bribe
- Seek to acquire personal profit or advantage because of my position (e.g., by using service information)

Breaches of this Code of Conduct

Breaches and suspected breaches of our Staff Code of Conduct must be reported as soon as practicable to the <nominated supervisor and/or approved provider> either in person, by telephone on <insert number> or via email <insert email>.

If the breach relates to harm or the risk of harm to a child (including inappropriate conduct by a staff member), staff must follow our Child Protection Policy and Procedures.

Breaches and suspected breaches will be taken seriously and dealt with quickly, fairly, transparently and according to our relevant policies and procedures, including our HR/management policies, our Complaint Policy and Procedure and Child Protection Policy and Procedure, where appropriate.

Staff who breach this Code may have disciplinary action taken against them, such as formal warnings, increased supervision, being transferred to another role, or having their employment suspended or terminated. Staff who break the National Laws or Regulations may also face disciplinary action by the regulatory authority.

We may consider the following factors when deciding what action to take: the seriousness of the breach, the likelihood of the breach happening again, whether the staff member has committed the breach before, the risk of the breach to others health and safety, and other relevant circumstances.

Depending on the breach, we may need to refer the matter to the police and/or another relevant authority.

Agreement and signature:

I have read and understood this Staff Code of Conduct and agree to abide by it and its terms:

Name:

Signature:



Date:



APPENDIX B

RESOURCE - Staff Code of Conduct – quick guide

[THE FOLLOWING SUMMARY VERSION OF THE STAFF CODE OF CONDUCT IS OPTIONAL FOR SERVICES TO DISPLAY OR TO SHARE WITH PEOPLE WHO DON'T NEED THE FULL, DETAILED VERSION. IT SHOULD BE NEGOTIATED AND AGREED UPON BY YOUR SERVICE. PLEASE REVIEW AND EDIT ACCORDINGLY]

A full version of our Staff Code of Conduct is available <insert location>

The rights, best interests, safety, welfare and wellbeing of every child are our highest priority. Refer to our separate Child Safe Code of Conduct for our expectations for child-safe behaviour

DO:

- Act professionally, appropriately, safely, ethically, honestly and reliably
- Follow all policies, procedures and lawful directions
- Participate in training and ongoing learning
- Keep yourself and others at our service safe from work health and safety risks
- Report physical and psychosocial hazards
- Ask for help if you feel stressed, overwhelmed or unsafe
- Contribute to a culturally safe and inclusive workplace
- Treat everyone with respect, kindness, courtesy and professionalism
- Communicate clearly and professionally in writing and in person
- Support colleagues, work as a team and report inappropriate or unacceptable behaviour
- Use service-supplied devices responsibly and for work purposes only
- Follow all technology, social media, device and photography rules
- Use service equipment responsibly and report damage or misuse
- Follow the Tobacco, Vape, Drug and Alcohol Policy and be fit for duty
- Complete written records accurately and on time
- Keep personal information confidential and report any data breaches
- Be on time, prepared, follow your roster and notify absences promptly
- Dress neatly, safely and appropriately; follow hygiene standards
- Wear sun-safe clothing and footwear suitable for active work
- Disclose any conflicts of interests and declare gifts over <\$50>

DO NOT:

- Behave in ways that are unprofessional, unethical, dishonest, unsafe or inappropriate
- Borrow or use service property for personal purposes
- Engage in bullying, harassment, discrimination, victimisation, violence or any inappropriate conduct
- Gossip, be rude, aggressive or use offensive language
- Use technology or devices in an unacceptable or unsafe way
- Attend work under the influence of alcohol or drugs



- Smoke or vape on the premises
- Accept gifts over <\$500>, cash, cash vouchers, or anything that could influence your decisions

****Breaches and suspected breaches must be reported to the <nominated supervisor and/or approved provider> either in person, by telephone on <insert number> or via email <insert email>. If the breach relates to harm or the risk of harm to a child (including inappropriate conduct by a staff member), staff must follow our Child Protection Policy and Procedures****